Rhode Island CFCM Implementation

Stakeholder Follow-up May 30, 2023





Agenda

- **Introductions and Ground Rules (5 minutes)**
- **New Editions CMS Technical Advisory Team (35 minutes)**
- **Addressing Key Questions and Themes from the Last Stakeholder** Meeting on 5/11 (20 minutes)
- Q&A (30 minutes)

Meeting Purpose:

- Provide access to New Editions CMS technical advisor assigned to assist the State.
- Address unanswered questions and key themes raised during the State's last stakeholder meeting on May 11.
- Obtain additional input from attendees regarding key concerns and future needs.

Introductions -

- Moderator: Dustin Schmidt from Guidehouse. Guidehouse is providing technical assistance to RI EOHHS as it implements CFCM.
- 2. State LTSS Redesign Team:
 - EOHHS: Ann Martino, Linnea Tuttle, Keavin Duffy, Karen Statser, John Bonin, Elaine Choiniere
 - OHA: Michelle Szylin, Melody Rodrigues
 - BHDDH: Brenda DuHamel, Heather Muncie, Kevin Savage
 - DHS: Rose Leandre, Ramona Rodriquez
- 3. New Editions: The Centers for Medicare & Medicaid Services (CMS) contracts with New Editions Consulting, Inc. to provide technical assistance to States at all stages of program development and implementation. This includes determining which authority will best meet their needs, understanding CMS requirements and designing their programs accordingly.
 - For additional information, visit: <u>Technical Assistance to States for Home and Community-Based Services</u> (HCBS) | New Editions Consulting, Inc.

Meeting Ground Rules

To support a constructive meeting environment, we have established and ask all attendees to agree to the following ground rules for this and future stakeholder meetings:

- 1. We are recording this meeting with the intention of posting the webinar recording to the RI EOHHS website.

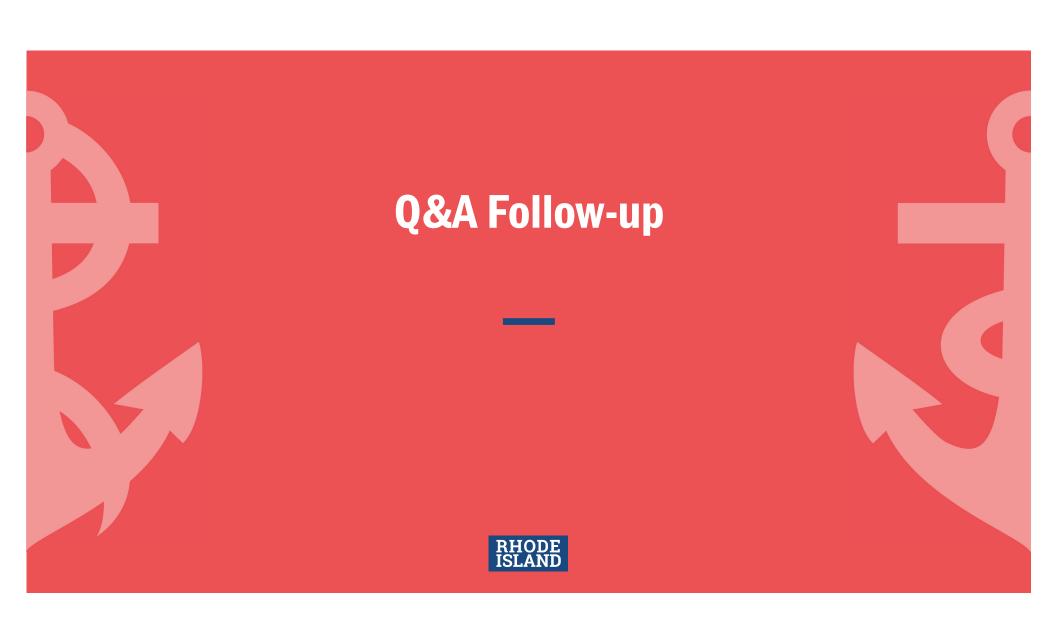
 Please be cognizant of sharing any personal information either verbally or in the chat throughout the meeting.
- 2. Respect each other: Help us to collectively uphold respect for each other's experiences and opinions. This includes muting yourself during the presentation!
- **3. Respect the time**: Our time together is limited and valuable, so please be mindful of the time and of others' opportunity to participate. We will limit each question and answer to 3 minutes!
- 4. Addressing your questions and comments:
 - a. The presenters will answer your questions during the dedicated Q&A portion of the presentation.
 - b. Please submit your questions or comments in the chat or use the "Raise Hand" feature to indicate you would like to voice a question or comment.
 - c. We will monitor the chat to pull out questions. Please be respectful and focus on the issues.
 - d. If we run out of time for all questions, place your question in the chat. We'll add it to our questions and answers log which will be posted to the RI EOHHS website.
 - e. The State can not answer any questions regarding its pending CFCM RFP.



Insights from New Editions

Key topics to address:

- 1. Purpose of conflict free case management including person-centered planning from CMS's perspective.
- 2. Definition of conflict of interest and examples.
- 3. Any willing and qualified provider requirements and limitations
- 4. State obligations if someone refuses to work with a CFCM entity (i.e., the state must provide CFCM for HCBS to be provided).
- 5. How CFCM improves access, quality and outcomes.



Q & A Follow-up

Certain themes emerged in the questions we received. Responses will be posted on the CFCM webpage by June 2, 2023.

- Purchasing Strategy Rationale
- 2. Workforce and Capacity Issues Limits due to procurement underway
- 3. Contingency Planning Stakeholders will be engaged
- What is <u>NOT</u> changing:
 - a. Application and functional assessment process
 - b. Manner in which scope of services (hours, tiers, budget) are determined
 - c. Role of providers in implementing person-centered plans

Process to Receive CFCM



Medicaid Application Submitted

- a. DHS reviews for financial eligibility.
- b. DHS or BHDDH social caseworkers perform the appropriate functional assessment.



CFCM Choice

- a. A DHS or BHDDH social case worker explains CFCM, the range of CFCM choices, and the process of being auto-assigned if the participant does not want to choose a CFCM provider.
- b. Participant choice is recorded in the State's WellSky Case Management System (WCMS).
- c. Once Medicaid eligibility is approved, the participant's choice is automatically sent in the WCMS to the CFCM agency selected.



CFCM Begins

- a. The assigned case manager reaches out to the participant to schedule the initial person-centered planning meeting.
- b. The case manager meets with the participant to help them develop a written person-centered plan.
- c. The participant reviews and approves the personcentered plan.



Services and Supports Provided

- a. The participant's case manager connects them to services according to their written person-centered plan.
- RI EOHHS reviews and approves all Medicaid services prior to delivery.
- After Medicaid services are approved, the participant begins to receive services and supports.



Ongoing Case Management

The participant's case manager will:

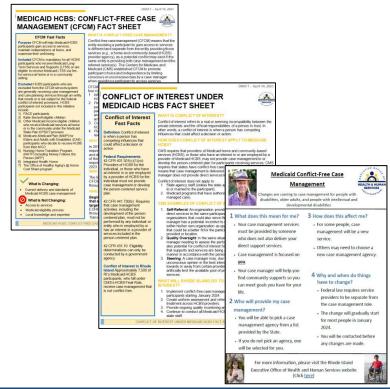
- a. Conduct monthly check-ins to see how things are going.
- b. Conduct a face-to-face meeting with the participant at least every 6 months.
- Review and update the participant's personcentered plan at least annually.

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Reminder: Available Materials

All materials describing Rhode Island's CFCM strategy and implementation activities are posted on the RI EOHHS website: Conflict-Free Case Management | Executive Office of Health and Human Services (ri.gov).







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Questions?

If you have any questions, please use one of the following options:

- 1. Chat function
- 2. Verbally (please use the "raise hand" function in Teams)
- 3. Email OHHS.LTSSNWD@ohhs.ri.gov.